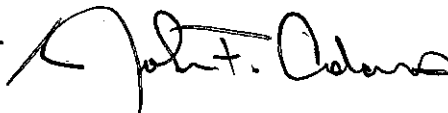


To: Stephen Gray, Chief Legal Counsel

Thru: Edwin Voorhies, Deputy Director

From: John Adams, Bureau Administrator



Date: July 18, 2019

Re: Cuyahoga County Corrections Center site-visit/reinspection

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On July 3, 2019, Jail Inspector Joel Commins, Clinical Healthcare Specialist Shelly Viets (RN), and I conducted a site-visit/reinspection at the Cuyahoga County Corrections Center. During the visit, we met with Director Ronda Gibson and Associate Warden Damara Shemo. We were also joined by several shift supervisors, throughout the day.

Director Gibson informed us that she will personally be handling the follow-up process for the inspection. She is still in the process of receiving requested information from her staff. Although this has created some delay, we believe Director Gibson's personal involvement will yield long-term, positive benefits. In her previous corrections positions, Director Gibson has great experience working with the Bureau of Adult Detention and the inspection process. She is very familiar with the requirements of the standards and the supporting documentation necessary to prove compliance.

A significant part of the visit focused on an individual review of the non-compliant standards. While we were able to review most of the standards on-site, the remaining standards were reviewed at central office after the inspection. As it stands now, it appears the jail has come into compliance with three (3) additional standards; 5120:1-8-04 (K), -09(AA), and -18(E).

During her visit, CHS Viets met with Laurel Domanski Diaz, Administrative Director of County Corrections, Aisha Parnell, Nurse Manager and Dr. Bruner to review previous site visit topics. Specific areas of review included:

- Medication orders – intake orders, formulary/non-formulary medications and processing of orders and timeframes for administration
- Patient Confidentiality - signed releases of information
- Mental Health – caseload and follow-up care to include tracking of referrals
- Medication Assisted Treatment (MAT) – components of the program and implementation
- Intox/Detox – Tracking of patients that require intox/detox screens and implementing a formal process to ensure completion; appears to be a systemic issue based on review
- Quality Assurance – completed chart reviews with the staff. Areas reviewed were intake medications for continuity of care and Intox/Detox screens (CIWA's and COW's)
- Policy/Standards – Discussion in reference to current state as well as current needs to create a safety net for the patient population.

While reviewing the medical records and practices, CHS Viets provided the jail's medical staff with technical assistance in conducting QA assessments of inmate medical files. This is necessary to ensure inmates are being properly assessed and treated, when necessary.

CHS Viets, Inspector Commins and I toured mental health units (both male and female) and the juvenile units. We spoke with patients about medications, health concerns and infectious diseases. CHS Viets and Inspector Commins also visited the dispensary.

CHS Viets and I met with Director Gibson and offered specific technical assistance in the subject area of contract monitoring. A contract monitoring instrument is being prepared for Director Gibson. This will allow the CCCC to capture and monitor key components of their contract with MetroHealth. Overall, this can improve the oversight of the services being delivered and improve collaboration between the parties.

In reviewing CCC's contract relationship with MetroHealth, it was noted that CCCC is somewhat limited in its ability to enforce some contract terms for non-performance. The contract requires CCCC to work through the County Executive, which adds additional hurdles to ensure that MetroHealth is delivering promised services to CCCC.

During the visit, we did learn of progress being made by the jail in multiple areas.

- The CCCC is continuing with the process of hiring additional staff.
  - o Interviews for the lieutenants' position are scheduled to occur during the week of July 11<sup>th</sup>.
  - o Interviews for the warden's position are occurring in the immediate future.
  - o New corrections officers will be starting next week.
  - o During the 2018 annual inspection, the CCCC was found non-compliant with many standards due to the use of Red-Zoning, which is directly related to the inadequate staffing levels. It is also hoped that the additional supervisor positions will provide more oversight and leadership to the line staff.
  - o While we are encouraged by these efforts, some concerns were raised about delays and inefficiencies with the hiring process.
- The CCCC has implemented a new formalized cleaning schedule.
  - o This schedule will ensure that all areas of the jail are being properly cleaned.
  - o The cleaning tasks require the review of the corrections officers and the approval of the corporals (floor supervisors).
  - o The entire process is under the direct supervision of an associate warden.
  - o During the 2018 annual inspection, the CCCC was found non-compliant with numerous standards relating to sanitation.
- The CCCC has reached out to the State Fire Marshall's Office and requested an inspection.
  - o This inspection is scheduled to occur on July 29<sup>th</sup>.

- During the 2018 annual inspection, the CCCC was found non-compliant with many standards related to fire safety to include the lack of a fire inspection, lack of approval of the fire evacuation routes, lack of approved training in fire-safety equipment/practices. It is hoped this inspection will address these issues.

During the visit we also observed areas in which progress has been slow:

- Sanitation
  - While there were areas of the jail that showed improvement, there were other areas that were still unclean.
  - The kitchen's dry storage area was found to be in a much better condition, but there were still issues with the food prep area and the tray cleaning area.
- Red Zoning
  - The jail is still using Red-Zoning during times of high call-offs.
  - On June 9<sup>th</sup>, the jail experienced 27 call-offs for one shift.
  - On June 15<sup>th</sup>, there were 36 call-offs on 1<sup>st</sup> shift and 26 on 2<sup>nd</sup> shift.
  - On June 16<sup>th</sup>, there were 27 call-offs on 1<sup>st</sup> shift and 23 on 2<sup>nd</sup> shift.
  - The week of July 8<sup>th</sup>, the new CO canvass will go into effect and they expect that will alleviate some of the call offs, resulting in a corresponding drop in the need for the use of Red-Zoning.
  - Additionally, Director Gibson is now directly tracking the use of Red-Zoning.
- Medical
  - Not adequately evaluating and tracking inmates who require care.
  - Not adequately maintaining a continuity of care for inmates returning from the hospital.
  - Not adequately tracking inmates who require intox/detox protocols.

Prior to leaving for the day, we worked with Director Gibson to identify areas in which the CCCC could concentrate their efforts. These included:

- Continue to work on the corrective plans of action.
- Increase staffing levels.
- Improve the sanitation level of all areas of the jail.
- Increase training to the staff.
- Implement a contract monitoring process for the medical/mental health contract with MetroHealth.

Moving forward, the Bureau would also encourage the CCCC to work collaboratively with MetroHealth in the immediate update of all deficient medical policies and practices. These changes are necessary to ensure compliance with the Standards for Jails in Ohio.